

**CITY OF BRYAN**  
**JOB DESCRIPTION – 3697**

**Working title:** T-COLLECTIONS/CUSTOMER ADVOCATE

**Career Ladder:** BUSINESS OPERATIONS      **Level:** 130

**Division:** CUSTOMER SERVICE      **Department:** BRYAN TEXAS UTILITIES

**SUMMARY AND PRIMARY FUNCTION**

Represents Bryan Utilities in its relations with customers, concerning customer accounts which includes explaining rate structures and billing procedures; setting up accounts; performing billing procedures; confidently answering customer billing complaints.

**QUALIFICATIONS AND SKILLS**

High school diploma or equivalent with additional formal education equivalent to an Associate's degree preferred.

3-5 years related experience performing administrative, clerical, or office support responsibilities in a similar office environment; data entry experience is a must.

Proficiency in operating a personal computer and using advanced applications in word processing, spreadsheet, and graphics.

Proficiency using a variety of office equipment and machines.

**OTHER SKILLS AND ABILITIES – PREFERRED**

Ability to calculate bills using multiple rate structures.

Ability to transact and balance cash drawers.

Ability to work in a fast paced, continuously changing environment.

Ability to keep calm and be able to diffuse any uncomfortable customer situations.

Ability to judge customers changing needs and be able to meet, and exceed those needs.

Ability to identify and analyze situations, suggest appropriate options and soundly apply best solutions.

**SPECIAL REQUIREMENTS AND LICENSES**

Required attendance of Bryan Utilities certified classes on leadership (4.8 CEU), customer service (.8 CEU) and accounting (3 CEU) within one (1) year of date of hire. Attendance in equivalent courses within the last three (3) years may be substituted as determined appropriate by division manager.

**EQUIPMENT**

10-key calculator, copier, microfiche machine, FAX machine, computer and telephone.

Work shall be performed with tools, appliances and equipment approved by those agencies and bodies that have control, authority or approval of the design working ranges or limitations of those items; the employee has the responsibility to conform to those ranges and limitations.